

Docket No.'s T-01051B-10-0194  
T-02811B-10-0194  
T-04190A-10-0194  
T-20443A-10-0194  
T-03555A-10-0194  
T-03902A-10-0194

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Guadalupe Ortiz

Phone: (

2010 NOV 12 P 3: 51

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion      No. 2010      91021

Date: 11/9/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Tracie

Cobos, Practice Admini

Account Name:

Cardiac Care Consultants

Home:

Street:

Work:

City:

CBR:

State:

AZ

Zip:

is:

Utility Company.

Qwest Corporation

Division:

Telephone

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED:

RE: Docket No.'s T-01051B-10-0194  
T-02811B-10-0194  
T-04190A-10-0194  
T-20443A-10-0194  
T-03555A-10-0194  
T-03902A-10-0194

Arizona Corporation Commission  
DOCKETED

NOV 12 2010

DOCKETED BY

November 1, 2010

Commissioners  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

Re: In the Matter of the Joint Notice and Application of Qwest Corporation, Qwest Communications Company, LLC, Qwest LD Corp., Embarq Communications, Inc., dba CenturyLink Communications, Embarq Payphone Services, Inc. dba CenturyLink, and CenturyTel Solutions, LLC, for approval of the Proposed Merger of their Parent Corporations, Qwest Communications International Inc., and CenturyTel, Inc.

Docket Nos. T-01051B-10-0194, T-0281 1B-10-0194, T-04190A-10-0194, T-20443A- 10-0194, T-03555A-10-0194, T-03902A-10-019

Dear Commissioners:

I am writing concerning the pending merger of Qwest and CenturyLink. Cardiac Care Consultants has been an Integra Telecom customer since June 2004 and are pleased with the consistent level of service we receive from

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Integra. It is critical to our business to have reliable telecommunications and Internet access services.

It is our understanding that CenturyLink is the first rural carrier to acquire a regional Bell Operating Company, and that it has little experience serving major urban areas like Phoenix. We are concerned that the service of all residents and businesses in our state which rely on Qwest's network may be adversely affected by this merger. We urge you, in reviewing this merger, to ensure that service quality and local service competition are not harmed by this transaction. The merged company must have the appropriate incentives and operational resources to serve all its customers whether wholesale or retail at the same levels Qwest does today.

Our community and our businesses depend upon a common telecommunications infrastructure and we are counting on the FCC and the state commission to insist upon merger conditions that require Qwest and its successor to invest adequately in the Arizona network.

Sincerely

Tracie Cobos  
Practice Administrator

cc: FCC Commissioners Title:  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 11/9/2010

Opinion No. 2010 - 91021

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